



#	RFP SECTION & PAGE NUMBER	VENDOR RFP QUESTIONS	DEPARTMENT'S RESPONSES
1.	1.6.2, page 12	Is it acceptable for vendors to include the documentation required in RFP Section 1.6.2 in our response to RFP Section 4.2.5.5 Attachments, even though it is not specifically asked for in this section? If not, where should vendors include the documentation requested in RFP Section 1.6.2?	See 4.2.3 Legal Status Form/CP575 or Taxpayer Identification Number of the RFP document.
2.	3.3.4.8, page 34	Would the State please clarify the business rule for unidentified payments related to non IV-D payments?	All payments must be deposited on the day of receipt. Unidentified payments will be posted to the ASDU database as unidentified and will be posted on ALECS using the Participant ID number 5. This will cause the unidentified payments to appear on a special exceptions report just for unidentified payments. This report is commonly referred to as the Participant 5 report.
3.	4.2.2, page 50 4.2.5, page 51	The RFP requires that both the Table of Contents and the Technical Proposal start with Page 1. Should vendors have two "Page 1" in our response? If not, where should vendors begin numbering with "Page 1"?	No. Begin numbering with the first page of the Table of Contents, it should be numbered "1".
4.	4.2.2, page 50 4.2.5, page 51	Section 4.2.2 asks that page numbers be included in the "right corner of the bottom margin" and Section 4.2.5 asks that page numbers be included in the "left corner of the bottom margin". Would the State please confirm that the location of the page numbers should flip locations starting with the Technical Proposal.	Pages of proposals should be numbered in the right corner of the bottom margin.
5.	4.2.5.3, page 55	Would the State please clarify whether vendors are expected to incorporate a response to all of RFP Sections 3.3 ASDU Operational Requirements and 3.5 Performance Standards and Penalties in our response to RFP Section 4.2.5.3 ASDU System Description/ Service Delivery Approach? The instructions appear to only require vendors to respond to RFP Sections 3.3.4, 3.3.7, 3.4, 3.4.7, 3.3.9.2, and 3.4.8.	Yes, vendors are expected to incorporate into their response to Section 4.2.5.3 responses addressing in detail RFP Sections 3.3.1, 3.3.2, 3.3.3, 3.3.5, 3.3.6, 3.3.8, 3.3.9, 3.3.10, 3.3.11, and 3.5.



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		Please clarify whether vendors are also expected to incorporate into our response to Section 4.2.5.3 responses addressing in detail RFP Sections 3.3.1, 3.3.2, 3.3.3, 3.3.5, 3.3.6, 3.3.8, 3.3.9, 3.3.10, 3.3.11, and 3.5?	
6.	3.4.10, page 35	Please confirm the numbering of RFP Section 3.4.10 Process Payments Received by DHR. Should this section be numbered 3.3.4.10?	Yes, it should be 3.3.4.10.
7.	6.0, page 60	Will the State please confirm the scoring criteria for Vendor Qualifying Information? The RFP states it is worth a total of 200 points but adding up the subcategories underneath appears to total 210 points.	See Amendment #2.
8.	General	Please clarify the number of books that should be submitted for the Cost Proposal	An original and seven copies of the cost proposal.
9.	General	Can "Trade Secrets" be submitted inside the Technical Book, but under separate a tab, or should "Trade Secrets" be in a separate book? If Trade Secrets should be submitted in separate binders, how many copies should be submitted?	Yes, trade secrets may be submitted in the technical proposal under a separate tab. All trade secrets must be identified as specified in the RFP document.
10.	4.2 Proposal Format, page 50	The RFP requires vendors to respond using 12-point font. May vendors use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, matrices, and tables?	Yes.
11.	General	Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.	It is permissible.
12.	General	Can vendors number the proposal pages by major section (i.e., A-1, B-1, C-1, C-2, etc.)? If not, can vendors exclude signed forms, attachments, financials, etc. from the sequential numbering requirement?	Yes.



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13.	General	The RFP restricts page size to 8 ½ X 11 inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may vendors use larger paper folded down to 8 ½ X 11 inch size?	Yes.
14.	4.2 Proposal Format page 50	The RFP requires that the font be in black print. Can other font colors other than black be used in section headings and emphasized text?	Yes.
15.	4.2.4 License/Certificates/Credentials page 51	This section requires the vendor to submit all licenses, Certificates, and Credentials. However, in RFP Section 1.2, page 11, it states that there are no licenses, certifications, or credential requirements for this procurement. Would the State please clarify this requirement?	Licenses, Certificates, and Credentials are not required for this procurement.
16.	1.8 Submitting a Proposal, page 14	In this section it states that proposals must subscribe to the section/subsection headings and numbering format (i.e., 4.2.5.1 Vendor Qualifying Information) as specified in Section 4 Proposal Format and Instructions. Does this mean the State would like us to use its actual numbering sequence (start with the 4.2.5.1) or may the vendor follow the proposal format but use its own numbering process (e.g., 1.0 Vendor Qualifying Information, 2.0 ASDU System Description)?	Vendors must use the State's section/subsection headings and numbering format.
17.	3.3.7.a. Customer Service Unit, page 37	Will the State clarify if the vendor will be expected to establish a new toll free number to provide this service, or if the existing toll free number will be transferred to the new vendor?	The existing toll free number will be transferred to the new vendor.
18.	4.2.5.3.1 Start-up Plan, page 55 and 7.5.11.1 Key Dates, page 69	Section 4.2.5.3.1 states that "Vendors must complete start-up in sixty-nine (69) days" and in Section 7.5.11.1 it states "It is the State of Alabama's intent to have the ASDU developed, tested, installed and fully operational by November 01, 2014." Per the Schedule of Events, the Date for Notice of Intent to Award a Contract is February 1, 2014. Would the State please clarify the targeted go live date for the ASDU?	The implementation date is November 01, 2014.

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19.	3.3.3.1 Initializing the ASDU Database, page 25	Can the State provide the estimated number of records and volume of data that will be loaded into the initial ASDU database?	200,823 records from ALECS in current weekly file 110,147 records from SJIS in current weekly file.
20.	3.3.3.1 Initializing the ASDU Database, page 25	Will the vendor be required to convert any images or data from the current vendor's system?	Yes. Historical data for all cases must be maintained.
21.	3.3.4.3 Deposit Payment Instrument, page 31	Would the State describe the payment handling process if a financial institution is unwilling or unable to confirm funds availability for personal checks in the amount of \$5,000 or more on the date the check is received?	Checks must still be deposited and posted on the date of receipt.
22.	General Question	Would the State agree to extend the base term of the contract to include the transition-in phase of the project? Please note that the parties will be sharing considerable amounts of proprietary information during transition-in, and that contractual coverage is therefore required to protect the parties' interests.	No.
23.	4.2 & 4.2.5.2 50 & 55	Three years of our financial statements comprise approximately 50 pages. Are the financial statements included in the 100 page minimum for the Proposal, including attachments?	See Amendment #1.
24.	6.0 60	In the Evaluation Criteria (Vendor Qualifying Information G) it lists Contract Performance. What criteria is being evaluated under Contract Performance?	See 4.2.5.1.7 Contract Performance of the RFP document.
25.	7.3.3 63	Bidder respectfully requests that the State of Alabama amend this section to include that the State will refrain from using competitors of the Bidder to perform services or inspect premises of the ASDU. This exception is required to preserve the Bidder's competitiveness in today's market. Please see below the suggested language to address this concern: <i>"The State agrees to make reasonable efforts to avoid assigning competitors of Bidder to perform services"</i>	Request denied. Changes to contractual language may be discussed after notification of an award.



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		<i>referenced herein."</i>	
26.	7.3.5 64	<p>Bidder respectfully requests that the State of Alabama amend the first paragraph of this section to clarify that bidder shall not be required to indemnify the State if the liability was caused by actions outside the bidder's control. This exception is necessary to allow the bidder a controlled and reasonable risk management approach to the agreement and the services to be provided by bidder:</p> <p><i>"Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State of Alabama, its officers, agents, representative, employees, successors and assigns and other governmental agencies."</i></p>	Request denied. Changes to contractual language may be discussed after notification of an award.
27.	7.5.6 67	<p>Bidder respectfully requests that the State of Alabama amend the second bullet to add a sentence to allow the deadline to be proportionally extended to allow the bidder the appropriate time to respond to documents presented to the bidder by the State of Alabama. This exception is necessary to provide bidder with necessary time to provide a thoughtful response and outstanding services approach to the agreement and the services to be provided by bidder."</p> <p><i>"If the State of Alabama extends its review period, Contractor's delivery deadlines shall be extended the same number of days."</i></p>	Request denied. Changes to contractual language may be discussed after notification of an award.
28.	7.5.13.2 71	Can the State please provide the correct reference to the subsection referenced in the second paragraph of this section 7.5.13.2 as RFP does not seem to contain Subsection 7.5.14.6.	See 7.5.13.6 Termination Claims of the RFP document.
29.	General 3.0	What is the current price per completed payment transaction being paid to the current vendor?	Paper - \$0.48 EFT - \$0.46

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30.	General 3.0/20	What is the current monthly invoice total for the Alabama State Disbursement Unit (ASDU) (averaged for the most recent six month timeframe)?	\$113,115.75
31.	General 3.0/20	Please provide the current organizational chart for the current ASDU with position titles and FTE per position.	See Attachment #1 – Alabama ASDU Organizational Chart.
32.	General 3.0/20	What is the square footage of the current ASDU office?	6800 square feet.
33.	General 3.0/20	How many Opex machines are in use by the current vendor?	2.
34.	3.2/22	Will any current ASDU hardware or software be available for use if the contract is awarded to a new vendor?	See 3.4.8.1.3, pages 46-47 of the RFP document.
35.	3.3.1.c/23	Will the ASDU be required to provide the employer and other state address information to the State, or will it be maintained for ASDU purposes only?	Employer and other state address information will be provided to the State.
36.	3.3.1.f/23	Section 3.3.1 subsection (f) of the RFP states that if ALECS and SJIS information is not included by employers, research must be conducted between ALECS and SJIS. Will the software required for the ASDU staff to connect to ALECS and SJIS for research be provided by the contractor or the state? If provided by the contractor, what software and version is preferred?	The State will allow ASDU limited access to ALECS and SJIS for the purpose of conducting research. Please refer to sections 3.2.1 through 3.2.2.3, p. 22 for information regarding hardware, software, and networks.
37.	3.3.3.1/25	Will any data migration (data, images, NSF flags, existing recovery debts, etc.) from the current vendor be available?	Yes. See 3.4.8.1.2 and 3.4.8.1.3, pages 46 – 47 of the RFP document.
38.	3.3.3.1.a & b/25	The RFP states that data from ALECS and SJIS will be provided through a daily extract. However, several references exist throughout the RFP indicating that the ALECS load file will only occur once a week and the SJIS load file will occur twice per week (see 3.3.1.g, 3.3.3.2, 3.4.5.1, Appendix J & K). 1. Please clarify the frequency of each load file. 2. How many incoming files will be received?	Incoming: <div><div>ALECS Load File Alecs Exception File SJIS Load File</div><div>Weekly Daily Twice weekly</div></div>



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		Outgoing? 3. What will be the frequency for each file exchange?	Outgoing: ALECS Payment File Daily SJIS Payment File Daily ALECS Journal File Daily See Question # 19 for information regarding incoming file volumes.
39.	3.3.4.2.b/30	Please provide historical volumes for the correspondence received at the ASDU that requires forwarding to another agency or returning to the sender.	Average monthly correspondence volume for calendar year 2013 is 1,698 pieces. Average for calendar year 2012 was 1500 pieces.
40.	3.3.4.1/30	Is the State open to suggestions for a redesign of the Alabama Child Support Billing Statement? For example, a redesign to include a scannable OCR line?	Yes. Yes.
41.	3.3.4.4/31	What are the rules for splitting payments received from the 15 percent of payors that have both IV-D and non-IV-D orders?	See 3.3.4.4 a. and in 3.3.4.6., page 32 of the RFP document.
42.	3.3.4.4/31	Does Alabama allow posting to closed cases?	No.
43.	3.3.4.4/31	Are there specific rules for payment sources to post at a case/order or member level?	See R41.
44.	3.3.4.4/31	How will data reliability and batch numbers be maintained when sending payments to two different systems, particularly when the check amount contains a IV-D and non-IV-D payment?	The payment will be assigned to one batch. If the payment was for more than one case then the individual receipt numbers for each transaction will be tied to the batch number. See 3.3.4.2 c., page 30.
45.	3.3.4.6, 3.3.4.8/32,34	Unidentified payments will be posted to the ASDU Database as unidentified and held in this status while the payment is being researched. The RFP outlines a three day period for research and resolution. Is it a requirement for the payment transaction to be sent on the daily payment files on the date of receipt, or should the payment only be sent once the payment has been identified? If the payment should not be placed on the daily payment files until identified, please explain the 3.3.4.8 reference that states "posted to Participant 5 on	Yes, the unidentified payment should be sent on the daily payment file on the date of receipt. See R2 for additional information.



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		ALECS".	
46.	3.3.4.7.e/34	The RFP states, "The contractor will be encouraged (but not required) to offer a web portal service through which individuals can pay Child Support electronically." Does the State already have a web portal for CP's and NCP's to receive case information? If so, should the payment processing portal be accessible from this site?	Currently the State does not have a payment processing portal.
47.	3.3.4.9/34	RFP section 3.3.4.9 indicates that three files containing posted payment information are transmitted from the ASDU to ALECS and SJIS via the State mainframe once per day, no later than 4:00 p.m. (including Saturdays); however, sections 3.5.1.f and 3.5.2.e require that the files are transmitted by 5:00 p.m. Please clarify when payment files must be transmitted each business day.	The payment file must be transmitted to DHR by 4:00 p.m. CST so that it is made ready to be picked up by the State Comptroller at 5:00 p.m CST.
48.	3.3.6.3/35	RFP section 3.3.6.3 discusses Recovery and payments posted to the wrong ALECS or SJIS, and the vendor's responsibility to initiate collection attempts for those incorrectly posted payments. How are these mispostings tracked and communicated when identified by OCSE, Bank, or ADU staff?	See 3.3.6.3, p. 36 of the RFP document.
49.	3.3.7/37	RFP section 3.3.7 states that the majority of customer service inquiries come via letters, email, and fax rather than phone calls. 1. Please provide historical volumes for the letters, emails, and faxes received. 1. How much mail is received daily? 2. What is the response to answer the non-telephonic queries?	The ASDU receives an average of 20 pieces of paper correspondence per month. These are answered by letter or phone call. The ASDU handles approximately 110 customer service calls each month, this includes outbound as well as inbound calls. Correspondence that comes to the ASDU to be forwarded to DHR and ACDD averages about 1700 pieces per month.
50.	3.3.8.1/38	The RFP states, "Vendors are asked to propose a plan to create a new system to replace the current system, increase the capacity and possibly expand the menu of information provided to include a Spanish option, some limited case information not related to payments, and specific payment information." In order to form a basis on which to attempt to increase capacity and expand the current menu, please clarify the current capacity and menu. What information does the existing VRU provide?	The existing VRU only tells the caller if a payment has been made and the date the payment was made.



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51.	3.3.8.1.1/38	The RFP states that the current VRU system can serve 40 customers at any given time. Under this current system and capacity, how often does the caller receive a busy signal due to all lines being used?	The current VRU system handles approximately 302,000 calls per month. There is no reporting methodology for capturing the number of times the lines max out and callers receive a busy signal and this has not been an issue for our IT department.
52.	3.3.8.2/38	Section 3.3.8.2 of the RFP discusses the Overview of Customer Service Unit. This section states that the CSU will respond to inquiries regarding child support matters received by telephone, fax, mail or e-mail and should be adequately staffed to meet the volume of inquiries received. What are the current average call times (including after call time), speed to answer a call, abandonment rate and the average of number of calls answered by the current CSU per staff person?	See R49 and R50.
53.	3.3.9.2/39	Section 3.3.9.2 of the RFP indicates the Contractor must present a written disaster recovery plan. Does the disaster recovery plan need to be provided in the response to this RFP? If so, will it count toward the 100 page limit?	Yes.
54.	3.5.2/49	Section 3.5.2 of the RFP discusses Penalties. Please provide the frequency of penalties and amounts assessed to the current vendor over the last two years.	No penalties have been assessed to the current vendor in the last two years.
55.	4.2/27	Section 4.2 of the RFP explains the Proposal Format requirements. The RFP states, "Proposals must not exceed one hundred (100) pages, including attachments and must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12, black print." Do these standards apply to all graphics, headers, footers, and headlines? Must all graphics be printed in black ink? Must all words in graphics, headers, footers, and headlines be Times New Roman and size 12 font?	Font sizes may vary for graphics, headers, footers, and headlines, and a minimum of 12 for the body of the proposal. All font must be Times New Roman in black.
56.	4.2/50	Section 4.2 of the RFP explains the Proposal format requirements. The RFP states, "Proposals must not exceed one hundred (100) pages, including attachments. . ." 1. Does this 100 page limit include the cover page?	See Amendment #1. Some forms are included. Website information is identified to obtain additional required forms. No, See Amendment #1.



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		2. Are all required completed forms included in this 100 page limit? 3. Do separate tab dividers count against the 100 page count?	
57.	4.2/50	Section 4.2 of the RFP states, "All proposals (the original and copies) must include labeled tabs that correspond with the bolded sections and subsections (titles and numbers) to which the information pertains as specified in Section 4 of this document." Please clarify which bolded sections and subsections must have individual tabs. For example, is it correct that a tab would be needed for "4.2.5.1 VENDOR QUALIFYING INFORMATION"? Would it also be correct that separate tabs would be needed for subsections such as "4.2.5.1.1 Vendor Profile" and "4.2.5.1.2 Vendor's Qualifications and Direct Experience"? Would any further tabbing be necessary?	Yes. Yes. Yes.
58.	5.4/59	Section 5.4 of the RFP discusses the costs associated with the Optional Expanded Customer Service Unit. Could a vendor be awarded the optional VRU and Customer Service Unit without being also awarded the ASDU?	No.
59.	6.0/60	Section 6.0 of the RFP lists the evaluation criteria and corresponding numerical value the evaluation committee will use. Under Vendor Qualifying Information, the RFP states the maximum possible points is 200. However, sections A-H total 210 points. 1. Will the maximum number of points total 200 or 210? If 200, where will the extra 10 points be subtracted from? 2. Subsection G's point total for Contract Performance is listed as "To be Determined." Will points be added to this section of Vendor Qualifying Information? If so, when will this amount be determined? Will points be added to the total possible points for this category, or will points be deducted from another subsection, and if so, from where?	See Amendment #2. See section 4.2.5.1.7 Contract Performance.



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60.	7.2.8/62	Does Alabama have in its short term or long term plans any significant technology upgrades that may affect the ASDU?	There are no immediate plans for any significant technology upgrades at this time; however, systematic changes may occur during the contractual period.
61.	7.4.2/66	Section 7.4.2 of the RFP discusses Public Liability and Property Damage. The third check mark under this Section discusses Liability Insurance for Property Damages, as well as first-party fire insurance. 1. Is this referring to General Liability Insurance or Property Insurance? 2. If General Liability, are you asking for general liability coverage for property damage? 3. Is first-party fire insurance the same as property insurance?	The insurance must provide the coverage and amount of insurance set out in the RFP. Because individual insurance providers may name or categorize their insurance coverage differently, upon notification of an intent to award the contract the vendor will submit their particular insurance policy for review to insure that it meets the RFP criteria.
62.	7.4.2/66	Section 7.4.2 of the RFP discusses Public Liability and Property Damage. The fourth check mark discusses Errors and Omissions Insurance. The last sentence of this bullet point states, "Provider shall be responsible for furnishing certification of "occurrence form" rather than "claims made" coverage. Would "claims made" certification with an optional extended reporting period up to three years suffice in lieu of "occurrence from" certification?	The insurance must provide the coverage and amount of insurance set out in the RFP. Because individual insurance providers may name or categorize their insurance coverage differently, upon notification of an intent to award the contract the vendor will submit their particular insurance policy for review to insure that it meets the RFP criteria.
63.	8.0/80	The definition of SJIS indicates it is the system used by the Clerks of Court, but not by the Jefferson County Family Court. Is it correct that this because the Jefferson County Family Court deals with Child Support Enforcement and therefore uses ALECS? Or is there another system not mentioned, which is used by the Jefferson County Family Court? And if so, does it interface with the ASDU?	Jefferson County Family Court is actively transitioning to SJIS.
64.	Appendix F/90-92	Appendix F: Key Indicators. This section of the RFP presents the Key Indicators for years 2000 through June 2009. Please provide updated information, if possible, on statistics through the current month and year.	2000-2013 Key Indicators are available on the Department's website (www.dhr.alabama.gov) in the Alabama State Disbursement RFP folder.
ADDITIONAL QUESTIONS & RESPONSES			

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65.	4.2.5.3.1, Start Up Plan/55	"Vendors must complete start-up in sixty-nine (69) days." Will DHR consider increasing the start-up period from 69 days to 90 days to ensure a successful transition since it appears there will be more than adequate time to allow for 90 days based upon the schedule of events on page 10 of the RFP?	Yes.
66.	Appendix F, Key Indicators/91	Will DHR provide the key indicators for July 2009 through August 2013?	See R64.